

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0257511 - PHO MORGAN HILL		Site Address 16965 MONTEREY RD 102B, MORGAN HILL, CA 95031		Inspection Date 08/27/2025		Placard Color & Score YELLOW 68		
Program PR0376541 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name TUOI THANH LE		Inspection Time 12:45 - 15:00			
Inspected By GINA STIEHR		Inspection Type ROUTINE INSPECTION		Consent By PAUL DOAN				FSC Anh Pha Doan 02/20/2029

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						
K02	Communicable disease; reporting/restriction/exclusion	X						S
K03	No discharge from eyes, nose, mouth	X						
K04	Proper eating, tasting, drinking, tobacco use	X						
K05	Hands clean, properly washed; gloves used properly	X						S
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods		X		X			
K10	Proper cooking time & temperatures	X						
K11	Proper reheating procedures for hot holding					X		
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						
K14	Food contact surfaces clean, sanitized	X						S
K15	Food obtained from approved source	X						
K16	Compliance with shell stock tags, condition, display						X	
K17	Compliance with Gulf Oyster Regulations						X	
K18	Compliance with variance/ROP/HACCP Plan						X	
K19	Consumer advisory for raw or undercooked foods	X						
K20	Licensed health care facilities/schools: prohibited foods not being offered						X	
K21	Hot and cold water available	X						
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals	X						

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties		
K25	Proper personal cleanliness and hair restraints		
K26	Approved thawing methods used; frozen food	X	
K27	Food separated and protected	X	
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified	X	
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean		
K34	Warewash facilities: installed/maintained; test strips		
K35	Equipment, utensils: Approved, in good repair, adequate capacity		
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned	X	
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
K45	Floor, walls, ceilings: built, maintained, clean	X	
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Observed potentially hazardous foods that measured in the temperature danger zone located in on food prep surfaces, on the floor, in the food prep cold hold unit, and in the counter cold hold unit (see "measured violations"). [CA] Ensure PHFs are properly cold held at 41F or below OR hot held at 135F or above. Repair, replace or remove units if necessary. [COS/SA] PIC had staff discard PHFs that were out longer than 4 hours like the rice. PIC time marked the food that was out of temperature to be discarded by 5pm.

Follow-up By
09/02/2025

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Observed potentially hazardous food located in the walk-in cooler that measured in the temperature danger zone (beef broth 46F) that had been improperly cooled after cooking the day prior. [CA] Ensure PHFs are properly cooled from 135F to 70F within 2 hours and from 70F to 41F within 4 hours. [COS] PIC voluntarily discarded broth.

Follow-up By
09/02/2025

Minor Violations

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: Observed raw beef thawing in standing water in the food prep sink.[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations: Observed various PHFs on food prep surfaces and in the walk-in cooler uncovered. [CA] Protect food by covering.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Observed open bulk foods in dry storage areas. [CA] Store open bulk foods in approved NSF containers with tight fitting lids.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: Lack of hood overhang over cooking equipment. [CA] There shall be a minimum of 6 inches overhang of ventilation hood over cooking equipment.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: Observed leak under handwash sink between cookline and counter cooler. [CA] Repair leak and maintain in good condition.

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: Observed roll of toilet paper on top of dispenser in employee restroom. [CA] Ensure toilet paper is properly installed in the dispensers.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

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Inspector Observations: *Observed an employee beverage in an open cup on a food prep surface next to handwash sink. [CA] Keep employee beverages covered and separate from food prep and food storage areas.*

Observed large gaps under a back delivery door. [CA] Minimize gaps to prevent entry of vermin.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: *Floors throughout the kitchen were wet and had several puddles. Observed missing cove base tiles and the walls to be in disrepair, particularly concentrated by mop sink. [CA] Thoroughly clean and sanitize floors, push excess water into floor drains or sinks. Repair/replace tiles and damaged wall.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
sliced tomatoes	food prep cold hold	48.00 Fahrenheit	
chlorine	warewash machine	50.00 PPM	
raw beef	food prep sink	85.00 Fahrenheit	
broth	walk-in cooler	46.00 Fahrenheit	
raw beef	counter cold hold unit	51.00 Fahrenheit	
bean sprouts	food prep cold hold	47.00 Fahrenheit	
broth	walk-in cooler	43.00 Fahrenheit	43F-44F
hot water	handwash sink	100.00 Fahrenheit	
raw chicken	in bucket on floor	71.00 Fahrenheit	
raw shrimp	food prep cold hold	42.00 Fahrenheit	
raw chicken wings	walk-in cooler	41.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
rice	food prep surface	92.00 Fahrenheit	
cooked chicken	counter cold hold unit	56.00 Fahrenheit	
beef	walk-in freeer	22.00 Fahrenheit	
brisket	food prep cold hold	31.00 Fahrenheit	
chlorine	warewash machine	50.00 PPM	

Overall Comments:

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **9/10/2025**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



Received By: Paul Doan
Manager

Signed On: August 27, 2025